

## Case Study # 1.2

**Issue:** Renewing a passport at a Team Metro office

**Background:** Miami Dade County's mission is to deliver excellent public services that address our community's needs and enhance our quality of life. In our guiding principles the first statement addresses the importance of delivering excellent customer service. It states to be customer focused and customer driven. The guiding principles guide decision-making at all levels of the organization and express common values embraced by the organization.

**Instructions:** Ask for 3 volunteers. Two volunteers are Team Metro employees, and one volunteer is a Kendall resident looking for information to renew her passport.

**Time:** 15 minutes

**Players:** Jackie Johnson, Team Metro employee, Wendy Carmona the other Team Metro employee, and Kayla Kerns from Kendall

**Scenario:** A citizen comes to the Town and Country Team Metro Office to renew her passport. She walks into the office at 9:00 in the morning. Jackie Johnson, one of the employees is having an argument on her cell phone with her boyfriend. While the other employee, Wendy, is enjoying her ham and eggs breakfast. Miss Kerns starts reading all the posters in the lobby. No one greets her. About 15 minutes later, she steps up to the window where Wendy is eating and asks if she can interrupt her. She tells her that she needs to renew her passport. She needs to leave for Europe in two weeks. Wendy tells her she will process her application but she doesn't think that she'll get it back in time. Ms. Kerns is furious at the service she receives. She leaves and goes home and calls to complain to the Department Director about their customer service.

**What are some of the guidelines that can be put in place so that everyone receive excellent customer service? At this point if you were the Department Director what could you do for the citizen? Ask yourself how did the employee deal with the customer's feelings?**